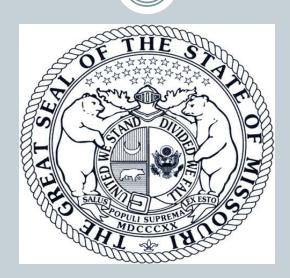
PROVIDER RESPONSIBILITIES



Missouri Medicaid Audit and Compliance
Provider Certification Review Materials

Provider Responsibilities

- Hire, screen and monitor employees
 - Contacting credible references
 - Furnish employees with identification
 - Monitor employee files
 - Promote employee safety
 - Screen EDL and FCSR (criminal background)
- Notify MMAC of changes
 - Location, phone, business structure and management
- Maintain liability insurance and dishonesty bond

Provider Responsibilities

Train staff

- Designate trainers
- Code of Ethics, Client Rights, Confidentiality
- Mandated Reporting
 - Abuse, Neglect and Exploitation
 - Suspected fraud related to services

Provider Responsibilities

Monitor services being provided

- ➤ In-home personal care workers cannot be a family member of the recipient for whom personal care is to be provided. A family member is defined as a parent; sibling; child by blood, adoption or marriage; spouse; grandparent or grandchild 13 CSR 70-91.010(3)(K)(4).
- Initiate services promptly (within 7 days)
- Recommend changes to care plans
- Document undelivered services
- Address grievances

Designated Manager Qualifications

- At least twenty-one (21) years of age
- Meets one of the following requirements:
 - Registered nurse currently licensed in Missouri
 - Possess a Baccalaureate degree
 - Licensed practical nurse currently licensed in Missouri with at least one

 (1) year of verifiable experience with direct care to the elderly, disable or
 infirm.
 - Three (3) years of experience with direct care to the elderly, disabled or infirm.
- Successfully completed this provider certification course
- Annual attendance at MMAC update meeting

Designated Manager Responsibilities

- Day-to-day operation of the agency
- Policy maker
 - × Communicable diseases
 - Employee safety
 - Hiring and firing practices
 - Orientation and training of personal care staff
- Record keeping
- Monitor provision of services
 - Service delivery verification monthly
 - Review care plan change requests
- Annual visit to participant's residence
 - Evaluate aide's performance
 - Review the plan of care with participant

Registered Nurse Qualifications

 Registered nurse currently licensed in Missouri

 One (1) year of verifiable experience with direct care of the elderly, disabled or infirm.

Current Registered Nurse Responsibilities

- Monthly on-site visits ("10% sample")
- Review of all annual on-site reports by supervisor
- Monitor staff to assure services are being delivered in accordance with the authorized care plan
 - × Report any discrepancies or services not provided.

Current Registered Nurse Responsibilities

- Direct staff responsible for orientation and training to make sure requirements are met.
- Assure appropriate recommendations are made for care plan changes of participants.
- Supervise or direct nurse functions completed by the LPN as set forth in the Personal Care Program Regulation.